

North Kingstown Free Library

Three-Year Plan: July 2003 through June 2006

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Approved by the Board of Trustees
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Introduction

The North Kingstown Free Library is sustained in its mission by the universal human needs “to know; to understand; to hope; to be gratified, cautioned, and inspired.”¹ The library is the

Library Mission Statement

The North Kingstown Free Library exists to meet the changing and enduring cultural, educational, informational, recreational and research needs of its users.

symbolic center of our community, a permanent physical space that acts as a meeting place for the exchange of information and ideas, as a gateway to resources and services which are available to assist our citizens in living and enriching their daily lives, as a repository of our collective culture and history, and as an embodiment of the democratic ideals that have shaped our society: freedom, equality, plurality.

Analysis of Community Needs

The North Kingstown Comprehensive Plan dated February 1995 and the 5-year update adopted by the Town Council in 2001 provide a thorough analysis of the North Kingstown community. The 2001 update describes North Kingstown as “a community with character and historic heritage that is recognized and valued by its residents.... The rural, peaceful, and friendly character of the community conveys a ‘small town feeling’ to those who live there and is the most highly valued feature of the Town. People choose to live in North Kingstown to experience this life style.... The attractiveness of North Kingstown as a place to live has been a stimulus for growth in recent years.... Much of this development has occurred in rural areas in single-family subdivisions.”

A substantial portion of the population in North Kingstown is composed of families with children. While North Kingstown is a relatively affluent community, there is a minority low-income population made up of elderly, renter, and single-member households. This population has significantly different needs from the majority population that need to be addressed in future planning. The town has identified the need to ensure that municipal services will be available as growth and population shifts occur. The Town Council adopted town-wide goals in February 2003 which include the following: improving the **Quality of Life** of all residents, businesspersons and visitors to the Town; protecting and preserving our **Environment**; encouraging and assisting **Economic Development**; maintaining **Fiscal** responsibility and integrity in the budget process; and investing in and maintaining the Town’s **Infrastructure** based upon a carefully developed asset management plan.

¹ From the letter of Lawrence M. Small, Secretary of The Smithsonian Institution that appeared in *Smithsonian*, January 2003 (p. 11)

The library's goals and objectives over the next three years are consistent with the goals identified and adopted by the Town Council. In town-wide surveys conducted by the Planning Department, the library receives high marks from the community as one of the most responsive of the town services. But these high marks have to be earned on a continuing basis. We will continue to work with town officials and other town departments to coordinate our goals and objectives into town-wide plans for services and to use data compiled by the Planning Department and the results of regularly conducted library user surveys to assist us in defining the specific needs of the North Kingstown Free Library community.

The Library's Principal Goals for the Next Three Fiscal Years are

- To maintain and to enhance, where possible, the high quality of our daily service to patrons
- To renew continually our commitment to the library collections
- To offer a range of public programs for all age groups and educational levels
- To solidify the role of the library as a "community gateway" to the technology resources that people need to live their lives in the 21st century
- To staff the library with well-trained, capable employees who are committed to public service
- To provide a safe, accessible, functional, and aesthetically pleasing environment for library service
- To ensure the continued fiscal health of the library
- To administer library resources and services using sound management practices, a forward-looking vision, and a clear understanding of the democratic principles that guide public library service

The Plan

This three-year service plan is a living document that acts as a guide for developing and administering the resources and services of the North Kingstown Free Library. While we are committed to developing innovative and special projects each year, the majority of our fiscal and staff resources are devoted to delivering daily library service to our patrons.

At the beginning of each fiscal year, we will use this plan to establish priorities for each quarter of the fiscal year. We will report regularly to the Board of Trustees on our progress in implementing the plan. In the third quarter of each fiscal year, we will revise the plan, establishing concrete initiatives for the next fiscal year and adding a new third year to the plan.

Daily Service to Patrons

The library's 29 permanent employees (both full-time and part-time) are noted for their capable, efficient, and friendly service. They interact with our patrons on a daily basis at three service desks—Reference, Young Readers, and Circulation—answering directional,

short answer, and research questions; teaching patrons how to use library resources; helping patrons make selections from the collections; registering patrons to use the library; checking books and other materials in and out; registering groups and individuals to use the meeting rooms; and helping patrons to understand library policies and procedures.

Our overriding goal is to maintain and to enhance, where possible, the high quality of our daily service to patrons

We strive to create a welcoming and friendly atmosphere for our patrons by taking advantage of every opportunity to discuss the challenges in providing friendly public service and to devise ways to improve our responsiveness, our communication skills, and our understanding of the populations we serve.

By the end of June 2004

- All staff members will wear some form of identification.
- We will improve the process of registering new borrowers so that they receive a more formal orientation to the library.

By the end of June 2005

- All staff members will take part in a workshop on customer service to learn and practice effective techniques for serving the public.

By the end of June 2006

- We will explore options in theft detection systems to reduce the number of false alarms causing discomfort, inconvenience, and embarrassment to patrons.

We strive to make our services easily accessible by reviewing continually the effectiveness of the library's home page, the signage throughout the library, and the ways in which we interact with our patrons who visit, telephone, and e-mail the library. Additionally, we have longstanding commitments to offering remote access to online databases and to participating in statewide database licensing initiatives to give our patrons the widest access possible to these important resources.

By the end of June 2004

- We will make the telephone system easier to navigate.
- We will expand the Standard-Times index to include wider coverage.
- We will investigate the possibility of purchasing a less-complicated domain name for our home page.
- We will distribute more widely our handouts for connecting to the library from home and office.
- We will make agendas and minutes of Board of Trustees meetings and Friends of the Library meetings available on the home page.

By the end of June 2005

- We will create online forms for registering to use the meeting room and conference room and make those forms available on the home page.

By the end of June 2006

- We will improve our e-mail reference service program by responding to all e-mail questions within one hour during the hours that the library is open.

We strive to provide efficient, capable service adequate to the changing needs of our patrons by examining staffing patterns, analyzing statistics, reviewing policies, procedures and services, and listening to patron suggestions in order to keep the library a forward-looking, dynamic institution that is always prepared for proactive change.

By the end of June 2004

- We will add a third staff member at the circulation desk during busy times to alleviate long lines.
- We will expand the Sunday calendar to mirror the school year from mid-September through mid-June.
- We will expand our ability to provide on-the-spot technical assistance answering questions about electronic resources by making sure that all public service staff members are knowledgeable about using all of these resources.
- We will revise the way that we collect and report patron transaction statistics so that the information gathered is more meaningful for planning purposes.

By the end of June 2005

- We will add a reference/information staff member on the main level of the library.
- We will consider alternative staffing scenarios that would allow staff members to be more mobile in assisting patrons.

By the end of June 2006

- We will provide scheduled reference service in the South County Room during 50% of the hours that the library is open.
- We will conduct a user survey or other form of needs assessment.

We strive to expand the use of library services and resources by cooperating with schools and other agencies and organizations in North Kingstown. We arrange for classes to visit to the library, encouraging young readers to obtain library cards, and work with teachers and school librarians to make them aware of our services. As members of CLAN and LORI (Library of Rhode Island), we are committed to sharing our resources and obtaining materials for our patrons from other libraries in Rhode Island and across the world.

By the end of June 2004

- We will increase the number of North Kingstown school children with library cards by mounting an aggressive library card campaign in cooperation with the 1st and 5th grades in North Kingstown schools.
- We will expand our patrons' access to new books in CLAN by joining the new book loaning group.
- We will train additional staff to receive, process, circulate, and return non-CLAN interlibrary loan materials.
- We will strengthen our relationship with Literacy Volunteers of South County.

By the end of June 2005

- We will configure the digital microfilm scanner/printer (to be purchased in FY 02/03 with Champlin funds) to make microfilm and other scanned images available through the home page or via e-mail to our patrons.
- We will reinstitute library service to nursing homes and homebound patrons.

By the end of June 2006

- We will begin to digitize some of our collection resources and make those digitized resources available electronically via our home page.

We strive to find effective ways to communicate with our patrons by publishing *Among Friends*, a monthly newsletter and calendar of events and *Young Readers News*, a quarterly calendar of events for young readers and teens. Our home page is another important tool for communicating with our users, and since it has an e-mail feature, it acts as a “virtual” suggestion box. We also enjoy good working relationships with the editors and reporters of local newspapers and other publications. The Friends of the Library organization fulfills a vital role of promoting the library in the community.

By the end of June 2004

- We will encourage library staff to make themselves known to the public through activities such as participating in local organizations, helping with the library’s public programming, accepting public speaking opportunities, and writing for publication.
- We will expand coverage of library issues, policies, and procedures in *Among Friends*.
- We will expand our use of digital photography for promoting and reporting on library programs and events.
- We will coordinate our print and electronic publications so that all patrons have access to the same information about the library.
- We will work with the local newspapers to get more frequent coverage of library topics.
- We will publish an Annual Report.

By the end of June 2005

- We will produce a monthly calendar of events of library programs and events.
- We will publish *Among Friends* on the home page and include an archive of back issues.
- We will generate a mailing list of nursery schools and day care centers in town to receive our children’s program publicity and use this list as an informational handout on local preschool services.
- We will expand distribution of our quarterly *Young Readers News* to include elementary school teachers and children.

By the end of June 2006

- We will produce a Power Point introduction to the library.
- We will produce a new guide to our resources and services.

Collections

We serve our community of users chiefly through the development and effective use of a collection for every age group including the following resources: books, magazines,

newspapers, microforms, online informational databases, videos, DVDs, books on tape, books on compact disc, recorded music and CD ROM software. The collection of over 115,000 items also includes a comprehensive and invaluable selection of materials related to local history and culture.

Our overriding goal is to renew, continually, our commitment to the library collections

We strive to provide library collections that are relevant to the changing and enduring needs of our patrons by following an established schedule for ordering new materials on a regular basis, by continually reviewing and weeding the collections, and by developing annual priorities for budget spending on specific areas of the collection.

By the end of June 2004

- We will return spending for the collection to pre-2002 levels so that collection spending is set at no less than 14% of the operating budget.
- We will establish guidelines, based upon information from our patrons, statistics, and trends of use, for making decisions about purchasing audio and video titles in new formats (DVD versus VHS; talking books on CD versus audiocassette).
- We will evaluate the role of our print reference collections in light of the increasing importance of online resources to answer reference questions.
- We will work with LVA South County to develop new guidelines for the Adult New Reader Collection.

By the end of June 2005

- We will establish a more team-centered approach to reading reviews and selecting new materials for the collections by involving more staff members in the process.
- We will review the needs of all our special populations—large print users, adult new readers, home schoolers, and patrons with disabilities to ensure the continued viability of collections aimed at these populations.

By the end of June 2006

- We will evaluate the role of our magazine and newspaper collections in light of the availability of full-text articles online and the changing ways that our patrons use these collections.

We strive to make the collections easily accessible by following established procedures that allow for a quick turnaround from the time that new materials are received to the time that they are ready for patrons to use them; by taking an active role in the “cleanup” of bibliographic records in the CLAN database; by developing indexes to a number of resources and collections; by developing bibliographies and finding aids to help patrons select materials on specific subjects or in a particular genre, by subscribing to online databases—What Do I Read Next? and Novelist—that help patrons make reading selections; by publishing an annual list of staff recommendations; and by involving all staff members, from high school pages to administrative staff in the re-shelving of returned materials.

By the end of June 2004

- We will update the Standard Times Name Index to include the years that have been checked by volunteers.
- We will train more staff to check in magazines and newspapers as they arrive to get new issues on the shelves for patrons more quickly.
- We will complete the retrospective cleanup of our bibliographic records in the CLAN database.
- We will implement a formal schedule of staff assignments for ongoing maintenance of the library shelves.

By the end of June 2005

- We will consolidate information about fiction and nonfiction on the library's home page.
- We will improve subject access to Web links on the home page by revising our procedures for identifying, classifying, and checking the links.
- We will produce at least two new bibliographies or finding aids for each of the major components of the library collection.

By the end of June 2006

- We will produce FAQ sheets and brochures in the use of each of our electronic resources.
- We will arrange monthly, coordinated displays and exhibits of library collection resources.

We strive to protect the collections by taking measures to ensure their physical preservation as outlined in the library's Preservation Plan and by recovering lost and overdue items according to established CLAN policies.

By the end of June 2004

- We will review and revise, where necessary, the Preservation Plan.
- We will develop formal guidelines for decision-making on cleaning, repairing, rebinding, and replacing titles in the collection.
- We will revise the overdue letters we send to try to improve our rate of return on overdue materials

By the end of June 2005

- We will consider the purchase of machinery to check and clean DVDs, CDs and videocassettes.
- We will update the sections of the Disaster Plan that relate to collection resources.

By the end of June 2006

- We will conduct a complete inventory of the circulating collections.
- We will investigate book box options to try to alleviate the negative effects of our current system on the care of library resources.

We strive to sustain the importance of our special collections by continuing the commitment that librarian Gladys Hellewell began in 1955 when she established the "South County Room" to document the local experience.

By the end of June 2004

- We will complete an inventory of the components of special collections to determine the specific challenges we face in storing, describing, preserving, and making the items accessible.
- We will develop a plan that identifies cataloging and/or indexing projects that can be worked on by volunteers or GSLIS students interested in field experience opportunities.
- We will identify the scope of special collections and establish priorities for the components of the collection.
- We will conduct informational workshops for reference staff on topics related to our special collections so that staff members have a broader knowledge of this collection.

By the end of June 2005

- We will develop a scheme for shelving and storage of all components of special collections that takes into consideration their condition, format, value, and the way that patrons use them.
- We will establish guidelines for collection review and de-accessioning of items in the collection.
- We will study options available to us, especially those that use emerging technologies, for conserving and making more widely accessible our special collections.

By the end of June 2006

- We will establish priorities for conservation and preservation projects.
- We will produce a guide to our special collections resources.
- We will develop a written policy that brings together all aspects of special collections management to guide future decisions in collecting, cataloging, indexing, storing, preserving, and making the collections accessible.

Programming

To further the mission of the library as a cultural center and resource for life-long learning, we plan, develop, and present programs for all age groups and educational levels. These programs include weekly story and activity programs for very young children, toddlers, and preschoolers; summer reading incentive programs for preschoolers, school-age children, teens, and adults; an ongoing fiction discussion group; technology tutorials by appointment, a poetry reading and discussion group; a jazz music listening group; writers' workshops; and a regularly scheduled babysitter training series. These ongoing programs are planned, developed, and conducted by library staff and are part of the town-funded program of library service. The Friends of the North Kingstown Free Library and the North Kingstown Arts Council provide additional funding for humanities lectures, magic shows, puppet shows, storytellers, concerts, author appearances, dramatic productions, travelogues, discussion forums on current events, and presentations on science and technology, as well as continuing education opportunities that give our patrons the opportunity to learn basic and advanced skills in many areas.

Our overriding goal is to offer a range of public programs for all age groups and educational levels

By the end of June 2004

- We will review our schedule of preschool programming and elicit input from our preschool parents to determine if our schedule meets their needs.
- We will seek input from school librarians about our schedule of children's programs.
- We will train more staff to conduct technology tutorials "by appointment" and expand the program to include tutorials for teens and children.
- We will make a commitment to develop at least two public programs annually that would provide hands-on instruction for specific electronic resources.
- We will involve more staff in managing the summer reading program for adults.
- We will expand our Technology Nights programs to include more topics, we will use additional presenters and we will schedule the programs more frequently.

By the end of June 2005

- We will consider adding book discussion groups for children and teens.
- We will explore opportunities for collaboration with some of the organizations that make regular use of the library's meeting facilities such as the Literacy Volunteers of South County, the Italian Cultural Society, and the North Kingstown Genealogical Society.
- We will develop at least two programs to teach research skills for both online and print resources.
- We will develop and implement a more effective system for reviewing proposals from program presenters.

By the end of June 2006

- We will add a staff-led foreign language practice program to our schedule of ongoing programs.
- We will develop online tutorials and CD or DVD ROM-based tutorials on basic topics related to library research.

Technology

Technology resources, which deliver both information and services, are an integral part of basic library service in North Kingstown. The library is a member of the Cooperating Libraries Automated Network (CLAN) that gives patrons on-line access to over 6.5 million items in a statewide public library database. We offer Internet access in both the adult and young readers departments and many of the online informational databases in the collection are available not only at the library but also remotely to patrons from their own computers at home or work.

Our overriding goal is to solidify the role of the library as a community gateway to the technology resources that people need to live their lives in the 21st century

We strive to provide our patrons with the widest range of computer services possible within the parameters of a public library setting by integrating technology into daily service; using the library's home page to make our resources and services widely available; ensuring the viability of our electronic resources collection; encouraging the responsible use of Internet resources; supporting our technology program with well-trained staff members; protecting our system resources; and providing an adequate platform of hardware and software for current and future applications.

By the end of June 2004

- We will upgrade all of our system hardware to the Windows 2000 platform.
- We will develop a comprehensive inventory of our system resources.
- We will replace at least two of our public network printers.
- We will configure group policies in the Windows 2000 server software to protect hardware.
- We will establish an Electronic Resources review committee to recommend an annual menu of online services for each fiscal year.
- We will install assistive technology (hardware and software) on at least one workstation in the library to improve the functional capabilities of individuals with disabilities.

By the end of June 2005

- We will add internet workstations or word processing workstations if necessary to meet patron demand for these resources.
- We will evaluate our systems maintenance options.
- We will review the use of the internet filter in the Young Readers Department.
- We will install a network printer to be shared by the browsing computers on the main level.

By the end of June 2006

- We will review Web design software, such as Macromedia Dreamweaver, to determine if we want to switch our platform.
- We will upgrade our mobile computer lab to laptop computers.
- We will install wireless technology in the library meeting room to facilitate the teaching of technology classes.
- We will investigate the use of wireless technology in other areas of the building to expand our available access for patrons.
- We will consider the option of self-service checkouts.

Personnel

We have a staff of six full-time professional librarians including the director.. Three of these professionals have administrative responsibility for Reference & Adult Services, Young Readers & Teen Services, and Technology & Access Services. Another professional supervises the daily operation of the Reference Department and the fifth professional is a staff librarian who provides direct public service at both the Reference and Young Readers

Desks and also participates in planning services for teens. Twelve para-professional and clerical employees, both full-time and part-time, round out our permanent staff. The library's organization chart and staff responsibilities have evolved over time based upon the interests and experience of individual staff. Para-professionals and clerical employees who have served the library for a number of years have been trained to provide professional reference service and to plan and conduct library programs.

Our overriding goal is to staff the library with well-trained, capable employees who are committed to public service

We strive to ensure the long-term effectiveness of the staff to provide professional library service by fostering the concept of team-building among staff and renewing our commitment to cross-training and inter-departmental cooperation. We support all efforts by staff members to grow personally and professionally and will accommodate wherever possible in our staff schedules their needs for time off to take classes or participate in organizations or on committees. The library maintains line items in the town budget to fund attendance at conferences, workshops, and other training opportunities. We also encourage the informal sharing of skills among staff members and provide in-house training opportunities on a wide variety of topics. We hold bi-monthly staff meetings to provide a much-needed forum for sharing information and concerns. We have a personnel policies and procedures manual that has been distributed to all staff and which we are committed to updating on an annual basis.

By the end of June 2004

- We will increase the number of professional librarian hours at the Reference and Young Readers Desk.
- We will develop and implement a new employee evaluation system.
- We will gather e-mail memos and clarifications on policies and procedures in a central place electronically and in print form.
- We will train and prepare staff for the CLAN-wide migration to the Dynix Horizon platform in December 2003.
- We will work with the URI GSLIS to encourage students to schedule professional field experiences at our library.

By the end of June 2005

- We will add a part-time professional position with responsibility for young adult services.
- We will establish a Technology Troubleshooting Team that will be trained to perform basic troubleshooting on computer equipment.
- We will expand the responsibilities of professional staff members to include participation in technology issues.
- We will establish methods for keeping track of workshops, conferences, committee work, and other development opportunities in which staff members participate in order to encourage staff growth and development and to make sure that opportunities are offered equitably.

By the end of June 2006

- We will devise a long-range staffing model.

- We will establish ad hoc committees to involve staff from all levels of the organization in solving problems and working on designated projects.
- We will require all professional staff members to participate on at least one professional committee.

Infrastructure

We have two part-time custodians who maintain the interior of the building. The town facilities and grounds crews maintain the exterior, the roadway, and the grounds, and they perform simple repairs to the plumbing and electrical systems. Through town-wide contracts, awarded by competitive bid annually, we receive garbage pick-up and recycling services and regular maintenance service on our oil burner. We maintain annual maintenance contracts on the fire alarm system, the building's security system, and the elevator. We have a long-standing relationship with a local service provider for maintaining our HVAC system on an "on-call" basis.

The building is fully ADA compliant. Additionally, we have installed three large-screen monitors, one in each area of the library; we have an Optelec machine donated by the Wickford Lions Club in order to enlarge print for patrons with vision problems; and we maintain a collection of large print materials for adults and children.

Our overriding goal is to provide a safe, accessible, functional, and aesthetically pleasing environment for library service

By the end of June 2004

- We will repair or replace the carpeting at the library's entrance, around the circulation desk, and around the young readers' desk.
- We will establish and implement a regular schedule for shampooing the carpets and upholstery.
- We will replace the three ventilator units in the meeting room.
- We will work with our HVAC maintenance service technicians to establish a priority list of work that needs to be done over the next three years to ensure the efficient operation of the HVAC system.
- We will work with the town facilities crew to establish an annual plan for light bulb replacement and repair for interior and exterior lighting.
- We will review evacuation plans and public safety practices with police and fire officials.

By the end of June 2005

- We will update the Disaster Plan.
- We will re-paint the walls in the foyer.
- We will work with the town facilities crew to plan for regular window washing (interior and exterior) on the east facing glass walls.

- We will examine the scheduling of custodial services and the division of responsibilities between our custodians to develop a plan that continues to provide the best methods of keeping the building clean.
- We will develop and implement a landscaping plan that includes low-maintenance plantings; regular care of our specimen trees; and planned pathways through the center island.
- We will work with the Public Works director to devise plans for re-paving and re-striping the parking lot.
- We will assemble all building equipment service guides, owners manuals, parts lists and instructional publications into one central file.

By the end of June 2006

- We will refurbish the library workroom (paint and thorough cleaning), staff room, and staff restrooms.
- We will investigate options of how to protect our HVAC three-phase motors (we have eight of them) from power supply abnormalities.
- We will find alternatives for storage of bulky items in order to clear the boiler room.
- We will consider options in theft detection systems that do not present a barrier at the front door for wheelchairs and access.
- We will work with the NK Public Works Department to plan for adding ramps to sidewalk curbs for easier wheelchair access.

Budget & Finance

We begin budget planning in September taking into account local and state economic conditions and library service needs in the coming year and work closely with the town finance department to project costs and spending. The library director monitors budget spending on a weekly basis, programming spending to coincide with the receipt of state grant-in-aid funds, an important revenue source in our budget. The Trustees receive regular reports from the director on the status of the budget and they begin considering the budget request in late December for the next fiscal year. We make an annual request to the Champlin Foundations for capital purchases, primarily technology items. We also receive substantial funding annually from the Friends of the Library to support our programming and other special purchases that are not covered by the town budget.

Our overriding goal is to ensure the continued fiscal health of the library

We strive to prepare and administer responsible operating budgets and to explore other sources of funding for asset management and non-operating expenditures.

By the end of June 2004

- We will investigate establishing a capital reserve account to prepare for the refurbishing and replacement of some of the major pieces of HVAC equipment that will require attention in the next decade.

By the end of June 2005

- We will develop an asset management protection plan that would include a 5-yr projected schedule for the refurbishing and replacement of equipment, interiors, and exteriors of the building.

Administration

The library is governed by a seven-member Board of Trustees appointed by the Town Council to staggered three-year terms. The Trustees are the custodians of public library service in North Kingstown and have proven time and again their commitment to delivering affordable, high quality, and innovative service to the North Kingstown Free Library community. Library administrative staff members—the library director and three assistant directors—have all evolved as leaders through on-the-job experience and long-term service at our institution. They work together closely to carry out the program of public library service in North Kingstown as it has been articulated by the Board of Trustees.

Our overriding goal is to administer library resources and services using sound management practices, a forward-looking vision, and a clear understanding of the democratic principles that guide public library service

We strive to provide forward-looking and effective leadership by encouraging administrative staff to fulfill their responsibilities as leaders by delegating authority, by participating in the decision-making process, and by discussing management concerns on a regular basis at bi-monthly administrative staff meetings.

By the end of June 2004

- We will subscribe to a management newsletter or periodical for distribution among supervisory staff

By the end of June 2005

- We will establish a forum for administrative and supervisory staff to read and share articles in library professional journals

We strive to maintain accurate administrative records by acting as the custodian of all original personnel records for staff employed at the library. We work closely with the town finance department to account for fixed assets valued at \$500 or higher. While the town finance department maintains the original records for budget spending and we have access to those records through a fiber-optic connection to the town's computer network, we also keep our own separate accounting of all budget revenues and expenditures to serve as a check and balance on the system. We are committed to furthering the historical memory of the library both as a valuable planning tool and also to document the history of the library for future generations.

By the end of June 2004

- We will consolidate files of administrative records into one location.
- We will update fixed assets inventory records.

By the end of June 2005

- We will develop an index of administrative records to document important dates, policies, and other events in library history.
- We will develop a personnel database.
- We will work with town finance department staff to input bi-weekly payroll information online.

By the end of June 2006

- We will consolidate the library archives.
- We will identify, index, and develop a workable storage system for all building plans, diagrams, and other schematics.

We strive to uphold the tenets of the Library Bill of Rights, the ALA Code of Ethics, and the First Amendment of the U.S. Constitution by providing free and equal access to a full range of materials, information, electronic resources, programs, and other library services. We continue to monitor pending legislative initiatives and challenges to enacted legislation that affect the library's ability to safeguard our patron information.

By the end of June 2004

- We will conduct a privacy audit to determine if we need to change our methods for gathering and retaining information about our patrons.
- We will draft a privacy and confidentiality statement for review by the Board of Trustees.
- We will make a commitment to review the internet policy on an annual basis.